

Section 2

Service Specifications

I. Introduction

A. Background

The Department of Human Services (DHS), Social Services Division, Child Welfare Services Branch provides social and case management services to children and their biological, extended, resource foster, or adoptive families to ensure safe, nurturing, and permanent families for Hawaii's children. The Department of Human Services was awarded its first "Promoting Safe and Stable Families" Title IV-B subpart 2 grants in September 1994. Title IV-B/2 has been reauthorized through federal fiscal year 2014. The primary goals of the Promoting Safe and Stable Families program are to prevent the unnecessary separation of children from their families, to improve the quality of care and services to children and their families, and to ensure permanency for children. Title IV-B Subpart 2 services are targeted in areas of greatest need.

The Department of Human Services is seeking proposals for the provision of Title IV-B, Subpart 2 services to ensure child safety, promote family strength and stability, and enhance parental functioning in the Upper Puna section of the island of Hawaii. The services shall be community based family support services that promote the well-being of children and families. The program shall be designed to increase the strength and stability of families; to increase parents' confidence and competence in their parenting abilities; to afford children a stable and supportive family environment; and to enhance child development.

Family preservation services are services for children and families that are designed to help families at risk or in crisis. Family preservation services include:

- Preplacement preventive services programs, such as intensive family preservation services designed to help children at risk of foster care placement remain safely with their families.
- Service programs designed to provide follow-up care to families to whom a child has been returned after a foster care placement.
- Respite care of children to provide temporary relief for parents and other caregivers (including resource foster parents); and

- Services designed to improve parenting skills by reinforcing parents' confidence in their strengths, and helping them to identify where improvement is needed and to obtain assistance in improving those skills with respect to matters such as child development, family budgeting, coping with stress, health, and nutrition.

B. Purpose or Need

The population in Puna has grown from 5,500 in 1970 to over 31,000 in 2000 and continues to grow at an accelerated pace because of vacant lots in the subdivisions. About one-third of the population growth is occurring in upper Puna, between Kea'au and Volcano. The number of reported Child Abuse and Neglect cases in the Puna area for 2007 was 169. This figure is high when compared to 154 reported cases of CAN in Hilo for 2007.

Community gathering places like Family Centers help weave the fabric of community life. Planners speak of "third places", other than the home and work where people can spend time and meet each other formally and informally as a key ingredient in community life. Upper Puna has some outstanding community gathering places like Cooper Center in Volcano, however, it needs a place where children and families can come to seek help and guidance so that they can remain an intact family unit free from child abuse and neglect.

A. Planning activities conducted in preparation for this RFP:

Information from funders (legislature, federal agencies, private foundations, etc.) on funding terms and conditions;

Information from other state agencies on services to the same target group;

Views of service recipients and community advocacy groups on conditions affecting achievement of desired goals;

Information from POS monitoring and other reports from current contracts; and

Other data (socio-economic and health trends, waiting lists for services, client satisfaction surveys, etc.).

Views of PROVIDER organizations on how to improve service specifications; a request for information (RFI) process was used for this purpose.

The RFI was posted on the Procurement Notice System (PNS) website on [REDACTED].
Information for the RFP was gathered at a request for information (RFI) meeting(s) held on

[REDACTED]. The RFI meeting was attended by [REDACTED] individuals representing [REDACTED] agencies. The information gathered highlighted the need for pre- and post permanency services for adoptive and permanent families.

B. Description of the goals of the service

The result of providing Title IV-B Subpart 2 services to families with children in Upper Puna will be to strengthen and preserve families at risk for child abuse and neglect. To achieve these goals, Title IV-B Subpart 2 services shall be designed, administered and conducted in accordance with the following principles of family-centered, strengths/needs-based practice:

1. The safety of children is the paramount concern that must guide all child welfare services and when making service provision, placement, and permanency planning decisions.
2. Reasonable efforts to maintain and reunify families are important. However, when it is determined that the child's safety in the family cannot be assured due to certain aggravated circumstances or after a period of 12 months of service activities, the Department shall move towards a permanent placement for the child. Thus risk and safety assessment skills are important in maintaining the quality of decision making in child welfare services.
3. Family crisis provide opportunity to the families to address problems. When timely, high quality and appropriate services are provided to families in crisis, family members, Child Welfare Services Branch staff, and Family Courts are able to make informed decisions about biological, resource foster, or adoptive parent's ability to protect and care for their children.
4. If children cannot remain safely in their homes, foster care and other temporary placements must consider each child's need for attachment. Every child needs enduring relationships with adults and needs to belong to a family. If safety cannot be assured with the biological family, children are entitled to safe, nurturing, permanent families.
5. Service activities must be comprehensive, coordinated, and collaborative and provided in all designated geographic areas under the contract.
6. Service activities must be developed in partnership with families and should be competent, culturally appropriate and responsive to the strengths, needs, values, and preferences of

each child and family, and delivered in a manner that is respectful. Service activities must address the physical, social, emotional, and educational needs of the child and the family's ability to protect the child. Service activities must provide clear and attainable goals and objectives for each participant.

7. Service activities must empower families to help themselves and to gain and maintain mastery and control over their ability to protect their children.

C. Description of the target population to be served

The target population for services under this RFP includes families with children in the Upper Puna District of the island of Hawaii who 1) are self-referred, referred by Child Welfare Services or referred by other professional agencies; 2) are victims or are at-risk of child abuse and/or neglect; or 3) are in crisis. The proposal should reflect an effort to strengthen and stabilize families with substance abuse problems and should be inclusive of children in parenting activities, where appropriate.

CWS referrals shall have first priority.

1. Geographic coverage of service

The geographic coverage for this service is within the Upper Puna area of the island of Oahu; to include residential neighbors between Kea'au and Volcano.

2. Probable funding amounts, source, and period of availability

The funding for services under this RFP is approximately \$177,000 for FY 2010 and is subject to availability.

Additional funding may become available over the life of the contract, and the sources of funding may change. Funding for any given year or for the contract as a whole may increase up to 300% of the original amount without being considered a fundamental change according to section 3-149-303(d) of Hawaii Administrative Rules. Increases are subject to availability of funds, program utilization, and satisfactory performance.

II. General Requirements

A. Specific qualifications or requirements, including but not limited to licensure or accreditation of applicant.

1. The applicant shall comply with Chapter 103F, HRS, and Cost Principles For Purchases of Health and Human Services identified in SPO-H-201 effective 10/1/98), which can be found on the SPO website (See Section 5, POS Proposal Checklist, for the website address).

2. The applicant shall also comply with the applicable federal cost principles if awarded federal funding. The following are federal cost principles and applicable regulations which can be accessed on the federal website:

Office of Management and Budget Circular (OMB) A-122, "Cost Principles for Non-Profit Organization"

Website <http://www.whitehouse.gov/omb/circulars/a122/a122.html>

OMB Circular A-87, "Cost Principles of State, Local, and Indian Tribal Government"

Website <http://www.whitehouse.gov/omb/circulars/a087/a087-all.html>

Code of Federal Regulations

Website <http://www.access.gpo.gov/nara/cfr>

FEDERAL INFORMATION IN THE AREAS OF COST PRINCIPLES REGULATIONS ARE NOT LIMITED TO THE WEBSITES LISTED ABOVE.

3. The applicant shall also comply with the requirements of the federal grant awarded federal funding. Federal grant funding includes:

C.F.D.A #93.558 TANF Block Grant

Website <http://www.cfda.gov>

4. The applicant shall arrange for a financial and compliance audit to be done and submitted to the DHS as directed in accordance with "Government OMB Circular A-133" if Applicant expends \$500,000 or more in federal funds in a year.
5. The applicant shall refund to the State any funds unexpended or expended inappropriately.
6. The applicant shall be a profit corporation under the laws of the State of Hawaii or non-profit organization as determined by the Internal Revenue Services to be exempt from the federal income tax.
7. If a non-profit corporation, applicant shall have a governing board whose members have no material conflict or interest and serve without compensation.
8. Applicant shall have by-laws or policies that describe the manner in which business is conducted and policies that relate to nepotism and management of potential conflict of interest situations.

9. Applicant shall have a minimum of one year of successful experience in providing permanency support services to families who have adopted, assumed legal guardianship or permanent custody of children.
10. The provider shall contact the client to initiate services within two working days of receiving a written referral from the referral source.
11. Other things to consider include: progress reports, documentation in case records, how payments will be made, accommodations for those clients' whose primary language is not English, coordination requirements with DHS, other Departments, criminal history, CWS central registry checks of employees, etc...

B. Secondary purchaser participation

(Refer to HAR Section 3-143-608)

No secondary purchases are planned. However, after-the-fact secondary purchases may be allowed upon approval of the Department and pursuant to §3-143-608 HAR.

C. Multiple or alternate proposals

(Refer to HAR Section 3-143-605)

_____ Allowed X Unallowed

D. Single or multiple contracts to be awarded

(Refer to HAR Section 3-143-206)

 X Single _____ Multiple _____ Single & Multiple

E. Single or multi-term contracts to be awarded

(Refer to HAR Section 3-149-302)

_____ Single term (<2 yrs) X Multi-term (more than 2 years)

Contract terms: The initial contract period shall be for one (1) year. Contracts may be extended, at the discretion of the DHS, up to four (4) additional 12-month period of up a maximum of five (5) years. The option for renewal or extension shall be based on the program's satisfactory performance and the availability of funds.

F. RFP contact person

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the successful provider(s). Written questions should be submitted to the RFP contact person and received by the day and time specified in Section 1, paragraph I (Procurement Timetable) of this RFP.

Suzanne Hull, Program Specialist
Department of Human Services
Purchase of Services Unit
810 Richards Street, Suite 400
Honolulu, Hawaii 96813

Telephone: (808) 586-5697
Facsimile: (808) 586-4806
E-mail address: shull.dhs.hawaii.gov

III. Scope of Work

The scope of work encompasses the following tasks and responsibilities:

A. Service Activities

(Minimum and/or mandatory tasks and responsibilities)

1. Information and Referral Service. A goal of the program is to establish a central information and referral resource for the Upper Puna community. The project will provide information and referral services, help families access services by making contacts if needed, and track the outcomes of the referrals made.
2. Provision of Mediation, Family, and Relationship Counseling. Provision of counseling and support services appropriate to address the family's needs and the level of risk for child abuse and neglect the family is experiencing, such as marital, family, individual, and group counseling for the child and adult family members as family support and to support reunification efforts.
3. Resources to Meet Basic Needs. The program will provide food and clothing to meet the basic needs of those members of the target group that are seeking emergency assistance.
4. Collaboration with Other Service Providers. A major goal of the program is to improve access to services for the target group by brining a critical mass of resources to bear at a central location. The program will provide co-location for a range of services in Upper Puna, including (but not limited to) family support, child abuse and neglect prevention and/or treatment, education and/or employment, and maternal and child health services.
5. Advisory Board and Volunteer Recruitment. Establishment of an advisory board of community representatives is required to oversee all program activities and to approve agreements between the program and other

service providers. The program will also recruit, screen, and train program volunteers to ensure flexible hours, assist with program activities, and provide work opportunities for welfare-to-work program participants.

6. Outreach Services to the Target Group. The program will provide outreach services to engage target group members in services that promote child safety and strengthen family functioning. Outreach activities will include, but are not limited to, home visits, telephone contacts, information and referral, and transportation to ensure access to necessary services. In addition, activities shall be conducted to raise community awareness of available services.

7. Counseling Services

The provision of family, group, and/or individualized counseling will be based upon goals agreed upon in the individualized program plan. Services are intensive and focused on issues that present risk to the child or children. Services should be flexible in nature and the provider should accommodate parents' work schedules by providing services after hours and/or weekends. Services may be provided 1 to 2 hours weekly or more, depending on the needs of the family. Services may be provided in or outside of the home, whichever site is preferable to the family. Services may include, but are not limited to the following:

Counseling services shall exclude situations involving sexual abuse. These cases shall be referred to the Department's sexual abuse services purchase-of-service provider.

B. Management Requirements (Minimum and/or mandatory requirements)

1. Personnel

- a. The applicant shall develop policies that describe the grounds and circumstances for denial of employment or termination of current employees who have been found to have convictions or pending charges upon completion of any criminal history check or other investigation.
- b. The program staff shall have appropriate qualifications and necessary training to provide the proposed services and activities and demonstrate knowledge, capacity, skills and experience in working with the target population, and be knowledgeable of positive youth development philosophy and strategies. The Clinical counseling staff shall have a master's degree in social work or related field with a minimum of one –year experience. Supportive counseling staff must have a bachelor's degree and be under the close supervision and

direction of a program coordinator with a master's degree in social work or related field. Substitution of a master's degree in a related field and demonstrated experience in counseling/rehabilitative services may be considered for the supervisor. Experience in working with families with children who have been or are threatened with harm is strongly preferred. All staff must be licensed, where applicable, to practice in the State of Hawaii.

2. Administrative

- a. The provider shall accept only families who are referred by the Department of Human Services or other professionals who identify the children as being harmed or at risk for abuse or neglect.
- b. The applicant shall meet with the State to discuss any aspect of the services.

3. Quality assurance and evaluation specifications

- a. All contracts shall be monitored by the Department of Human Services in accordance with requirements set forth by Chapter 103F, Hawai'i Revised Statutes. Contract monitoring shall include:
 - 1) Reviewing and approving of changes to contract's fiscal and program items, especially the budget, budget revision requests, invoices, performance measures plan, the performance measures report, the administrative assurance, the assurance of collaboration and other documents submitted to the DHS.
 - 2) Periodic site visits, both scheduled and unscheduled, to review major program service areas, such as:
 - a) Staff qualification, organization, and effectiveness.
 - b) Outcomes planning, implementation, and evaluation.
 - c) Collaboration (Informal and formal agreements and subcontracts).
 - d) File maintenance and record keeping.
 - e) Facility accessibility, suitability, and safety.
 - f) Transportation and other liability issues.
 - g) Consumer satisfaction.
- b. The applicant shall allow the DHS access to all materials, files and documents relating to the provision of services. In addition, the DHS may, at its discretion, observe individual, group, and educational sessions conducted by the applicant.

- c. The provider must maintain throughout the term of the contract a system of self-appraisal and program evaluation for evaluating the effectiveness of the activities provided. The evaluation process must include tools or instruments used to identify client indicators of change, which are relevant to client outcomes and include a process for making improvements or taking corrective action based upon the evaluation findings.

4. Output and performance/outcome measurements

- a. For this RFP, the focus will be on specific achievements of outcomes and milestones within the context of the permanency support services program and specific measurable changes in behaviors of pre-permanency (adoptive, legal guardianship, or assumed permanent custody of a child) and families that have adopted, assumed legal guardianship, or assumed permanent custody of a child. The outcomes describe the anticipated change in program participants that occurs as result of the service provided. The successful achievement of milestones should be verifiable and documented by direct and indirect measures, observable events or behaviors, or indicators identified by the applicant. Applicants shall utilize Form 4-1, Performance Plan, located in Section 5, Attachments, to list the proposed outcomes and milestone to be achieved.

5. Experience

Not specified.

6. Coordination of services

The provider will work with other community organizations and state agencies to ensure that the families are provided with the necessary services to address their assessed needs.

7. Reporting requirements for program and fiscal data

- a. Required Program Reports:

Program reports as specified by the DHS shall be due monthly and at the end of [REDACTED]. Applicants shall prepare and provide the Monthly Performance and Reimbursement Report Form based on their Milestone Achievement Form. The Milestone Achievement Form shall detail, by participant and milestones completed, the amount charged to the State for compensation.

- b. Required fiscal Reports:

i. Providers will submit invoices in the format specified by the Department.

- c. Penalties for Late Reporting
Unless otherwise specified in the contract, [REDACTED] program and fiscal reports are due 30 days after the end of the month.

Contracts are programmatically and fiscally monitored by the DHS. Monitoring includes the review of program reports and services; budgets and revisions (as approved by the DHS); invoices and expenditure reports; and any issues applicable to services provided. Monitoring can take place at a variety of locations including the applicant's administrative office and the site(s) of service delivery.

C. Facilities

The facility must meet ADA requirements.

IV. COMPENSATION AND METHOD OF PAYMENT

A. Pricing or Pricing Methodology to be Used

Pricing shall be based on a Milestone Payment System. The State shall utilize a unit of service and unit rate structure as method to calculate, confirm, and compensate for service delivery. The specific units of service definition and rate structure will be subject to negotiation based upon the applicant's budget proposal, service delivery approach, specific activities, and outcomes/milestones achievement proposed.

B. Method of Compensation and Payment

Payments shall be made in accordance with the State of Hawaii, State Procurement Office, Chapter 103F, HRS-Cost Principles, Purchases of Health and Human Services and when applicable, in accordance with the Office of Management and Budget (OMB) Federal Cost Principles (OMB Circular A-21, A-87 or A-122).

The Provider shall submit a monthly Summary Report and Milestone Achievement Form specifying the services provided, milestones achieved, and payments due, according to the Agreement.

Payments shall be made in monthly installments upon the monthly submission of the Summary Report and Milestone Achievement Form. The Milestone Achievement form shall include the Provider's name shown in the Agreement, the Agreement number, and a detailed breakdown of milestones achieved for the monthly installment. All milestone costs shall not exceed total costs listed

in the Agreement. There will be no initial payment. No payments shall be made in advance or prior to service delivery and achievement of milestones.